

CSHCS INFO #23-2013 - Health Plan/LHD ProviderLink Webinar

Thu 10/3/2013

Good Afternoon!

The Health Plans now have access to ProviderLink to communicate with CSHCS at the State and local levels. Covisint is offering a webinar for the Health Plans and LHDs to help you use ProviderLink (EZ Link) to its fullest. The session will be held on Wednesday, October 9, 2013, at 10 AM, and repeated on Thursday, October 10, 2013, at 9 AM. See details from Andy below. You are welcome to join either webinar. The same topics will be covered each day.

EZ Link is the DCH version of ProviderLink. Most providers who use EZ Link are able to communicate with DCH only. LHDs have the full functionality of ProviderLink and can communicate with DCH as well as any ProviderLink organization whose mailbox is 'open.'

Attached is the list of Health Plan ProviderLink facility names, previously sent to you via EZ Link. Blue Cross Complete is not participating in ProviderLink at this time. Although Grand Valley Health Plan and ProCare will not have CSHCS members, their facility names are included as there may be need for communication prior to CSHCS enrollment.



Questions? Feel free to contact Rebecca Start. Thanks and have a great day!

Rebecca

Rebecca Start, Manager

CSHCS/Customer Support Section

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-----Original Appointment-----

**From:** Stahlbusch, Andrew (Andy)

**Sent:** Thursday, October 03, 2013 11:38 AM

**Subject:** CSHCS/MAHP/LHD ProviderLink Summit

**When:** **Wednesday, October 09, 2013 10:00-11:00 AM** OR **Thursday, October 10, 2013 9:00-10:00 AM**

Good morning –

Now that the MAHP plans are using ProviderLink to communicate with CSHCS at the State, several of you have questions about how to use ProviderLink with the LHDs. I'd like to invite you to participate in a web meeting involving the MAHP, CSHCS, and the LHDs to help you use ProviderLink (EZ Link) to its fullest.

We'll hold two meetings on October 9<sup>th</sup> and 10<sup>th</sup> with the hopes that you'll be able to attend at least one. We'll record both sessions and make both recordings available to you afterward for your convenience. Here is a tentative agenda for what we'll discuss:

- Managing client/patient records
- Finding/creating records
- Merging records when necessary
- Managing client documents
- Add hardcopy documents
- Using the ProviderLink print driver to add electronic documents
- Sending messages

- How to find the appropriate recipient mailbox
- Interpreting the “Read” column on the History Items screen
- Managing message responses

This should be a good opportunity to get your questions concerning the different organizations answered, as well. Please make plans to attend and pass this invitation along to all of your team who either already use ProviderLink or may have interest in using ProviderLink with the LHDs and the State.

Best regards,

**Andy Stahlbusch | Client Manager - Healthcare**

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